

**REMARKS**

This Response, submitted in response to the non-final Office Action dated December 24, 2002, is believed to be fully responsive to the points of rejection raised therein. Accordingly, favorable reconsideration on the merits is respectfully requested.

Claims 1-66 are pending. Claims 1-66 have been rejected under 35 USC 103(a) over U.S. Patent No. 6,484,165 (Beall), in view of U.S. Patent No. 5,890,175 (Wong). Applicants submit the following remarks in support of the patentability of the claims over the cited art.

Claim 1 is directed to a computer implemented method for at least one of enabling training of field service personnel and field service of machines. The computer implemented method comprises obtaining a reference material search request, providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request, and providing a copy of the at least one reference material associated with the at least one cataloged item.

Applicants note that Beall is directed to a method and a system for database manipulation, and, more particularly, to an electronic catalog requisition system. (Abstract) The catalog is used for e-shopping. (See, for example, Col. 1, lines 20-22; Col. 7, lines 55-58; Col. 8, lines 4-10.)

Wong is directed to a method for dynamically generating and displaying catalogs electronically. (Abstract) The method enables merchants to generate catalogues of items, each item having group and product information. (Abstract. See also Figure 4, for example.) Like Beall, Wong is directed to catalogs for e-shopping. (See, for example, Col. 1, lines 11-13, and Col. 3, lines 23-25.) The object of Wong is to provide a system that allows a small user (merchant) to create an electronic catalog that mimics the traditional store architecture (aisle, shelves etc). (Col. 1, lines 47-52, Col. 2, lines 39-42.) Although the examples and details in Wong are directed to e-shopping, at Col. 3, lines 31-33 of Wong, it is asserted that "the concepts of the invention are not limited to a traditional merchant/consumer relationship and can be used for creating catalogs of any sort, such as information-only catalogs."

As noted on page 3 of the Office Action, Beall does not teach providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines, as recited by Claim 1. As noted above, Beall is directed to an electronic catalog requisition system for electronic commerce and purchasing functions.

To overcome this deficiency of Beall, Wong is cited. However, Applicants respectfully submit that this reference has been mischaracterized on page 3 of the Office Action. Wong does not teach or suggest a requested item that is associated with at least one of training of field service personnel and field service of machines, as asserted on page 3 of the Office Action. Rather, the portion of Wong cited (Col. 1, lines 26-41) is a discussion of the hardships faced by small users (small stores or businesses) in setting up electronic catalogs, so that they can sell their goods online. The mention in the cited portion to "acquisition, personnel, training and support" refers only to the costs of developing the electronic catalogs, not to the use of a catalog to train individuals to repair and operate equipment using a computer implemented training method.

In view of the fact that no motivation has been provided to modify Beall to incorporate the features of Claim 1, Applicants respectfully request that the rejection of Claim 1 over the cited art be withdrawn. Further, as Claims 2-10 depend from Claim 1, these claims are also patentably distinguishable over the cited art for at least the reasons discussed above with respect to Claim 1. Accordingly, Applicants respectfully request that the rejections of Claims 2-10 be withdrawn.

Independent Claim 11 is patentably distinguishable over the cited art for reasons analogous to those discussed above with respect to Claim 1. Claims 12-22 depend from Claim 11. Accordingly, Claims 11-22 are patentably distinguishable over the cited art, and Applicants respectfully request that the rejections of Claims 11-22 be withdrawn.

Independent Claim 23 is patentably distinguishable over the cited art for reasons analogous to those discussed above with respect to Claim 1. Claims 24-32 depend from Claim 11. Accordingly, Claims 23-32 are patentably distinguishable over the cited art, and Applicants respectfully request that the rejections of Claims 23-32 be withdrawn.

Independent Claim 33 is patentably distinguishable over the cited art for reasons analogous to those discussed above with respect to Claim 1. Claims 34-44 depend from Claim 11. Accordingly, Claims 33-44 are patentably distinguishable over the cited art, and Applicants respectfully request that the rejections of Claims 33-44 be withdrawn.

Independent Claim 45 is patentably distinguishable over the cited art for reasons analogous to those discussed above with respect to Claim 1. Claims 46-54 depend from Claim 11. Accordingly, Claims 45-54 are patentably distinguishable over the cited art, and Applicants respectfully request that the rejections of Claims 45-54 be withdrawn.

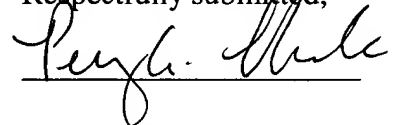
Independent Claim 55 is patentably distinguishable over the cited art for reasons analogous to those discussed above with respect to Claim 1. Claims 56-66 depend from Claim 11. Accordingly, Claims 55-66 are patentably distinguishable over the cited art, and Applicants respectfully request that the rejections of Claims 55-66 be withdrawn.

CONCLUSION

In view of the foregoing, Applicants respectfully submit that the application is in condition for allowance. Favorable reconsideration and prompt allowance of the application are respectfully requested.

Should the Examiner believe that anything further is needed to place the application in even better condition for allowance, the Examiner is requested to contact Applicants' undersigned attorney at the telephone number below.

Respectfully submitted,



Penny A. Clarke  
Reg. No. 46, 627

General Electric Company  
Building K1, Room 3A72  
Schenectady, New York 12301  
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Telephone: (518) 387-5349